
Glossary

application

With respect to Meridian IVR, an application is a program that controls the activity on one or more telephone trunks connected to an AP. With respect to a host computer, it is any type of program that carries out a task.

application developer

A person who creates Meridian IVR applications.

branch

A pathway between cells in a Meridian IVR application.

call flow

A diagram of an application.

call ID

Unique call identifier. This is the unique identifier assigned to a call by the Meridian 1 switch and maintained throughout the entire duration of the call.

caller

A person whose phone call is received or originated by a Meridian IVR application.

cell

The basic element of a Meridian IVR application. Each cell performs an action, such as playing a prompt to a caller. Each cell has a set of branches to other cells. After the cell performs its action, it determines which branch the application should follow to the next cell.

COMA cell

Meridian IVR cell that cancels a transaction with a host.

COMI cell

Meridian IVR cell that sends input to a host via the TRS process.

COMO cell

Meridian IVR cell that receives output from a host via the TRS process.

DELV cell

Meridian IVR cell used in application development by one application to schedule another application to be started automatically, immediately, or at some time in the future. It is used for originating outgoing phone calls to provide services such as message delivery, pager access, telemarketing, wake-up calls, and reminder calls. The scheduled application is called an event.

DN

Directory number.

DNIS

Directory number identification system. It is a service provided on a trunk. DNIS identifies to the called system the last three or four digits of the number actually dialed by the caller. The DNIS digits are sent as in-band DTMF tones on non-ISDN trunks, or using dial pulses on dial pulse (DIP) trunks. On ISDN PRA trunks, DNIS is carried in the called party IE field of the Q.931 setup message.

DTMF

Dual tone multiple frequency tones, known as touch tones. Applications can collect information from callers by having them press telephone keys to create DTMF tones.

mailbox

A directory that callers can access through a voice channel to store and retrieve voice messages and voice prompts. Each mailbox has its own password.

Meridian IVR

A set of integrated software programs that allow you to develop and execute IVR applications.

message

A voice recording made by a caller.

prompt

A voice recording that helps lead a caller through an application.

user function

Customized “C” code compiled to create a UNIX process. A Meridian IVR application can access an external user function using the USER cell.

user-defined function

An individual “C” function within a user function. Each user function may have several user-defined functions bundled together. Which user-defined function is processed is determined by the specified function code.

usr

User function process. It is an essential Meridian IVR process that controls customer-written user functions.

VAD

A Value Added Developer who develops Meridian IVR applications.

Value Added Developer

See VAD.

xae

Application Editor. It is a non-essential Meridian IVR process.

Meridian IVR

Application Development Guide

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Customer Documentation
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